

JOB OPPORTUNITY

July 21, 2006

Posting Date

SUPREME JUDICIAL COURT

Job Description and Qualifications

for

Systems Administrator

All applications must be received by: August 21, 2006

POSITION SUMMARY:

Working within the Information Technology Department for the appellate courts (Supreme Judicial Court and Appeals Court), the Systems Administrator has responsibility in two areas. First, the Systems Administrator assists the Senior Systems Administrator in the administration and operation of a range of computer server environments, including both hardware and software. Second, the Systems Administrator has responsibility for providing support to end users – including judges, and court staff – in the use of the courts' information technology.

The position also assists in the planning, implementation and deployment of new information systems and services, and the maintenance and expansion of existing systems and services. The position requires the skills, experience and judgment needed to work on and learn a variety of different systems.

TECHNOLOGY ENVIRONMENT

The Appellate Courts' technology environment includes:

- OpenText's Livelink Document Management System

- Forecourt Case Management System

- FileNet Imaging system

- Courtsmart digital audio system

- Microsoft Windows servers (NT, 2000, 2003)

- Redhat Linux servers running Squid, Apache, PHP

- CD-Rom servers for legal research

- Active Directory, IIS, file and print, servers

- Microsoft Exchange, DHCP, SQL, MySQL, Terminal Services

- Scripting using Unix shell scripting, Kixtart, Visual Basic and PHP

- Cisco networking hardware; Networking and TCP/IP protocols

- Bull, Dell, and HP servers

In addition, the appellate courts webcast oral arguments (in partnership with a university), and develop intranet and Internet websites for various purposes.

Primary desktop applications to be supported:

- Corel's WordPerfect Office

- Microsoft Office (Outlook, Excel, Word, Powerpoint)

- Microsoft Windows 98, 2000, XP

- Internet Explorer, Firefox

Applicants should detail their training and experience that will enable them to administer and support this environment.

JOB DUTIES:

- Planning, designing and implementing new systems and services, and managing the replacement, modification and upgrading of systems.
- Configuring, administering, maintaining and operating systems, servers, and services.
- Providing support to users and/or directing others in evaluating the nature and severity of problems involving information technology, particularly complex or persistent or highly visible problems and questions, in order to resolve the problem, to prevent it from recurring, or to refer it appropriately for resolution by others. This support to users may be delivered by telephone, by electronic mail or other electronic means, or in person.
- Maintaining appropriate records regarding problem situations and their resolution.
- Preparing user documentation for systems or directing others in doing so.
- Conducting training for various systems and applications or directing others in performing these tasks.
- Configuring, deploying, and troubleshooting computer equipment, including servers, PCs, printers and other devices.
- Performing network and systems administration tasks as needed, under the supervision of the court's Senior Systems Administrator.
- Observing and enforcing departmental policies and practices.
- May be required at times to work outside usual hours of business in order to support servers, systems and services without impeding court staff's access to these servers, systems and services during usual hours of business.
- May be required to load or unload at, deliver to and install at, and move within various court locations items such as workstations, printers and other items.
- May be required to carry a pager or cell phone during usual court business hours, and may be required to carry a pager at other times in order to provide 24 x 7 coverage when needed.
- Performing related duties as required.

SUPERVISION RECEIVED:

Receives direction from the Chief Information Officer for the Appellate Courts or that person's designee. Moderate judgment and latitude are required.

SUPERVISION EXERCISED:

May supervise other user support or customer service staff and/or contracted service providers.

POSITION REQUIREMENTS:

- Excellent customer service skills including five or more years experience, or equivalent training and experience, supporting people at various levels within an organization in the use of information technology.
- Four or more years' experience and expertise in configuring, administering, troubleshooting, and maintaining a variety of Windows, Unix and/or Linux servers, including server operating systems, server software, and server hardware.
- Demonstrated depth of knowledge and expertise standard desktop hardware and software configuration and use.
- Maintains a high level of expertise in one or more of the following areas: server operating systems, hardware and software; desktop computing and configuration.
- Bachelor's Degree from an accredited college or university in information technology or related field, or equivalent combination of education and experience.
- Sound general knowledge of LAN- and WAN-based services including electronic mail, access to and use of Internet, use of Intranet, and file and print services.
- Ability to communicate technical information to non-technical people effectively and with patience and grace.
- Ability to work effectively alone and as a member of a team.
- Ability to complete tasks as directed by management even when given only general guidelines.
- Ability to take the initiative to solve problems and suggest improvements.
- Experience informally training users on an application or system, and developing informal documentation for the users desirable.
- Experience with, and knowledge of, linux (particularly Redhat linux) highly desirable.
- Training or experience in one or more of the following desirable:
 - the TCP/IP suite of protocols and support of TCP/IP networks.
 - SQL Server

- Windows Server LAN environments and protocols, including installation, implementation and administration.
 - (Microsoft) Windows systems as client systems.
 - Open standards, and Open Source software, including XML, HTTP, SOAP
- Knowledge of court functions, procedures, and operations desirable. Knowledge of and familiarity with the operational policies and procedures of the departments and divisions of the Supreme Judicial Court and the Appeals Court desirable.

SALARY RANGE: \$60,093.57 - \$79,214.27 (grade 19)

Send or deliver cover letter, resume and completed judicial Application for Employment form, on or before August 21, 2006, to:

Systems Administrator position
c/o Suzanne Brown
Supreme Judicial Court
John Adams Courthouse
One Pemberton Square, Suite 2500
Boston, Massachusetts 02108-1750

Applications for Employment can be obtained at the above address, or from
<http://mass.gov/courts/admin/hr/application.pdf>.

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